



NATIONAL CREDIT UNION ADMINISTRATION

**Agency Information Collection Activities: Submission to OMB for new collection;
Comment request.**

AGENCY: National Credit Union Administration (NCUA).

ACTION: Request for comment.

SUMMARY: The NCUA intends to submit the following information collection to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (P.L. 104-13, 44 U.S.C. Chapter 35). This information collection is published to obtain comments from the public.

DATES: Comments will be accepted until [INSERT DATE 30 days from date of publication in the FEDERAL REGISTER].

ADDRESSES: Interested parties are invited to submit written comments to NCUA contact or OMB Reviewer listed below:

NCUA: Tracy Crews
National Credit Union Administration
1775 Duke Street
Alexandria, Virginia 22314-3428
Fax No. 703-837-2861
E-mail: ociomail@ncua.gov

OMB: Office of Management and Budget
Attn: Desk Officer for the National Credit Union Administration
Office of Information and Regulatory Affairs
Washington, D.C. 20503

FOR FURTHER INFORMATION CONTACT: Requests for additional information or a copy of the information collection request should be directed to Tracy Crews at the National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428, or at (703) 518-6444.

SUPPLEMENTARY INFORMATION: Proposal for the following collection of information:

Title: Consumer Response Center.

OMB Number: 3133-NEW.

Form Number: None.

Type of Review: New collection.

Description: The general public may complete the form online and submit their request to the NCUA via the Internet. The information would be used to improve the way NCUA communicates with consumers requesting assistance in resolving their inquiry or complaint. NCUA would use the information to determine the nature of the inquiry or complaint, and which federal credit union is involved. It will also assist the NCUA Consumer Assistance Center (respondent) to determine the relevant response for the requestor.

Respondents: Federal credit unions.

Estimated No. of Respondents/Recordkeepers: 3,000.

Estimated Burden Hours Per Response: 30 minutes.

Frequency of Response: Recordkeeping.

Estimated Total Annual Burden Hours: 1,500 hours.

Estimated Total Annual Cost: None.

By the National Credit Union Administration Board __November 29, 2011__.

Mary Rupp

Secretary of the Board

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